

LoopEride Warranty

STANDARD LIMITED WARRANTY

Loopy Lupine Distribution LLC (LoopEride) warrants every new LoopEride electric bicycle to be free from manufacturer defects in material and/or workmanship provided that the product is used in a standard and controlled manner, and maintained according to its owner's manual.

This warranty is valid in the United States only and applies to the person or entity that originally purchased the product from Loopy Lupine (not transferable to a subsequent purchaser). The warranty period commences upon the date of original purchase. Proof of purchase and photo/video evidence of the defect are required to receive the warranty support.

What is covered by this warranty?

LoopEride warrants every new LoopEride product against defects in material and/or workmanship as follows:

Limited ONE (1) Year Components Warranty

LoopEride electric bicycle: frame, suspension fork, stem, handlebar, headset, LCD display, seat post, saddle, brake levers, cables, bottom bracket, crankset, pedals, chain, rims, wheel hub, freewheel, cassette, derailleur, calipers, shifter, brake discs/rotors, brake/shifter cables, motor, throttle, controller, wiring harness, kickstand, grips, head and tail lights, rear rack, fenders, reflectors, and hardware;

Limited ONE (1) Year Lithium-Ion Battery

Lithium-Ion batteries are warranted to be free from manufacturer defects in materials and/or workmanship for a one year period from the date of original purchase. The battery warranty does not include damage from power surges, use of improper charger, improper maintenance, misuse, normal wear or water damage.

Limited 30 Days Full Replacement Warranty

If a LoopEride product is not working properly because of a major manufacturer defect within the first 30 days of original purchase, LoopEride will repair or replace any defective product at its sole option and expense upon determining whether the damage, failure, or loss is due to a major manufacturer defect. LoopEride will first issue replacement parts for a reasonable number of tries (as determined by LoopEride). If the product does not function properly after the parts replacement attempts, LoopEride will send a full replacement upon receipt and inspection of the original product and replacement parts.

A LoopEride defective product must be returned in reasonably clean and undamaged condition in order to receive a replacement.

Limited 7 DAYS Shipping Damages Coverage

LoopEride will repair or replace the parts damaged during shipping at its sole option provided that such damage is documented on the bill of lading and reported to the dealer or LoopEride within the first 7 days after delivery. It is the customer's responsibility to inspect the box and the product at the time of delivery, take pictures of any damage and keep all packaging and paperwork until the damage claim process is complete.

What is NOT covered by this warranty?

- LoopEride product without presented proof of purchase AND photo/video evidence of the defect;
- LoopEride product purchased from an unauthorized LoopEride dealer;
- LoopEride product with an expired warranty period;
- LoopEride product transferred to a subsequent purchaser or owner;
- normal wear and tear (scrapes, scratches, etc.);
- consumables (components that are subject to a short life and periodic replacement due to their functions including, but not limited to tires, tubes, brake pads, spokes, alkaline batteries, saddle covering, paint, mineral oil, and other lubricants);
- assembly or tune-up fees;
- costs associated with inspection, labor, packaging material, shipping of warranted products;
- damage or defects resulting from failure to follow instructions in the owner's manual, improper assembly, riding through water, use of incompatible and non-original parts, improper maintenance (including not adequately cleaning after beach rides), storage, and transportation, alterations, modifications, "acts of God", accidents, misuse, neglect, abuse, water damage, operator's error, commercial activities, extreme or excessive riding or towing, and other types of non-standard use;
- damage or defects resulting from an attempted repair unless performed by an authorized LoopEride Dealer with LoopEride's knowledge and approval;
- damage or defects caused by flood, lightning, earthquake, war, vandalism, theft, brownouts or sags (damage due to low voltage disturbances).

How to obtain warranty support?

Step 1 Make sure to have the following available: original bill of sale with unexpired warranty period (proof of purchase), photo/video evidence of the defective part or product, and main product information (such as model, serial number, battery voltage, motor wattage).

Step 2 Read the respective manual and FAQs for troubleshooting and repair instructions. If the solution is not found, contact the authorized LoopEride Bike dealer (seller) from whom you purchased your product and report an issue. As your number one resource, the dealer shall evaluate the problem, provide instructions for troubleshooting and make attempts at resolving it.

Step 3 If the issue is deemed as manufacture defect in materials and/or workmanship, please have your dealer contact LoopEride to begin warranty process. LoopEride shall repair or replace parts that are found by LoopEride to be defective and covered by the limited warranty.

If within the warranty period, identical materials are unavailable at the time of repair or replacement, LoopEride reserves the right to substitute materials of equal or better quality. Replacement products may be new or reconditioned. All products that are replaced will become the property of LoopEride and must be returned upon request. Any item repaired or replaced under these terms will be covered by the limited warranty for the remainder of the original warranty period.

Terms of warranty published on the LoopEride Website are considered current and controlling when a warranty claim is made. In no event shall LoopEride be responsible for any direct, indirect or consequential damages, including without limitation, damages for personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, or product liability in connection with their products.

LoopEride reserves the right to refuse any warranty claim.